

**CAMPOS
PLAZA II**
PACT PARTNERS

JANUARY 2026 RESIDENT MEETING

Preparing for Section 8 & Introduction to Management



AGENDA

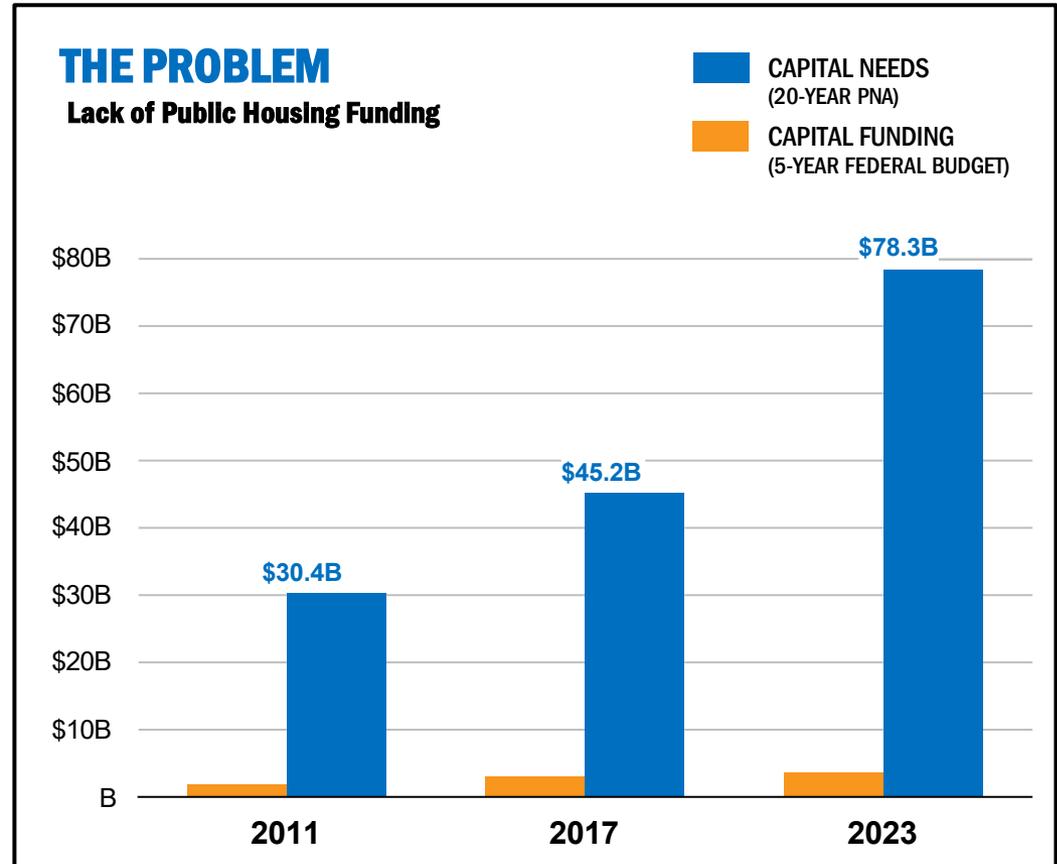
1. *PACT Overview (NYCHA)*
2. *Preparing for Section 8*
3. *Introduction to Management*
4. *Question & Answer*

PACT Overview

1. PACT Overview:

What is PACT?

- NYCHA needs \$78.3 billion to fully renovate and modernize its housing, but the federal government has provided only a fraction of the funding needed.
- Through PACT, developments are included in the Rental Assistance Demonstration (RAD) and convert to a more stable, federally funded program called Project-Based Section 8.
- PACT unlocks funding to complete comprehensive repairs, while keeping homes permanently affordable and ensuring residents have the same basic rights as they possess in the public housing program.



1. PACT Overview:

How PACT Works

PACT depends on partnerships with private and non-profit development partners, who are selected based on resident input.

COMPREHENSIVE REPAIRS

Development partners bring design and construction expertise. They address all the physical needs at the development.

PROFESSIONAL MANAGEMENT

Property management partners are responsible for the day-to-day operation and upkeep of the buildings and grounds.

ENHANCED SERVICES

Partnerships with social service providers help improve on-site services and programming through input from residents.

PUBLIC CONTROL: NYCHA & RESIDENTS

Your development will remain under public control. After conversion, NYCHA will continue to own the land and buildings, administer the Section 8 subsidy and waitlist, and monitor conditions at the development. Where needed, NYCHA can step in to resolve any issues that may arise between residents and the new property management team.



Independence



Ocean Bay (Bayside)

Preparing for Section 8

PACT Resident Protections

How will your rent be calculated after conversion?

- Residents who transition to the Section 8 program will **continue to pay 30% of their adjusted gross household income** towards rent.*
- Residents who are not paying 30% (e.g. Flat Rents) will have their tenant rent portion phased in to 30% over a 5-year period.
- **Check to see if your household has any rental arrears.** All rental arrears will transfer to the new property manager.
- If your income changes, **submit an interim recertification request**- do this through the Section 8 Self-Service Portal
- Speak with your new property manager about a **repayment plan.**

**exceptions may apply to households who pay flat rent, are current tenant-based Section 8 participants, or a mixed family, as defined by HUD.*



Landscaping and apartment renovations at Baychester.

PACT Resident Protections

What if you need to add someone to your household?

- **Confirm your household size** and authorized household members.
- If you need to add someone to your household composition, you can request permission to **add members by contacting NYCHA's Leased Housing Department** via the Section 8 Self-Service Portal.
- You can add household members at any time.
- Be sure to **add any pets** to your household with your new property manager.



Bathroom and laundry room renovations at Twin Parks West.

PACT Resident Protections

Will I be required to move to a larger or smaller apartment?

- If a household is in a unit that is too small or too large for their household size, the household **can remain in their current unit** **an appropriate-sized unit becomes available** at their development.
- When an appropriate-sized unit becomes available in the development, the **household must move within a reasonable period of time**, as determined by NYCHA Leased Housing.
- This is **a requirement of the Section 8 program**.



Kitchen and living room renovations at Twin Parks West.

PACT Resident Protections

Can I move with my new Section 8 voucher?

- One year after conversion, you may choose to **request a Section 8 tenant-based voucher to transfer** out of your current development.
- You must first be **found eligible and receive written approval** from NYCHA Leased Housing to receive your transfer voucher.
- You can use a Section 8 Choice Mobility Voucher to transfer **anywhere within New York City or to another city or state** housing agency that administers the Section 8 Housing Choice Voucher Program.



Armstrong and Baychester grounds improvements

NYCHA's Section 8 Program

- NYCHA's **Leased Housing Department** oversees NYCHA's Section 8 program and serves as the program administrator.
- **NYCHA has the largest program** in the nation with over 95,000 Section 8 families and 25,000 private landlords.
- Through PACT, you will become a **Project-Based Section 8 resident**.
- All residents who are currently NYCHA Public Housing (Section 9) residents will **automatically transition to the Project Based Voucher (PBV) Section 8 program** – there is no re-screening.



Warren Street and Betances façade improvements

NYCHA's Section 8 Program

Responsibilities of NYCHA's Leased Housing Department:

- Ensure all units meet Housing Quality Standards (HQS) by conducting regular apartment and building inspections
- Administer the Section 8 project-based waitlist to re-tenant vacancies with PACT partners
- Respond to resident questions and requests about their tenant-share portion of the rent, reasonable accommodation, and transfers
- With HUD funding, NYCHA pays the difference between each apartment's Section 8 contract rent and the resident's portion of rent (called the Housing Assistance Payment, or HAP)
- Enforce the terms of the Housing Assistance Payment (HAP)
- Conduct annual and interim reviews of residents' incomes and family composition

Who should you contact?

After conversion.....

- If my income or household composition changes?
- To submit my annual recertification? And to find out when it's due?
- For issues related to my share of rent?
- To learn more about transfer requests or the Housing Choice Voucher program?

Contact....

**NYCHA's Leased
Housing Department**



**Use the NYCHA Self-
Service Portal
or call the NYCHA
CCC: 718-707-7771**

Who should you contact?

After conversion.....

- To request a reasonable accommodation for a larger apartment or to move to a lower floor or to move to an accessible unit?
- To add or remove household members in my Section 8 household?
- If my landlord is not completing repairs?
- To request an HQS inspection or find out when it is scheduled?

Contact....

**NYCHA's Leased
Housing Department**



**Use the NYCHA Self-
Service Portal
or call the NYCHA
CCC: 718-707-7771**

Who should you contact?

After conversion.....

- To pay rent or address rental arrears?
- To make repair requests?
- For questions related to my lease?
- In case of an emergency, such as a lack of heat or hot water, elevator outages, or flooding?

Contact....

Your new Property Management Team



You will receive a packet from your new Property Manager with contact information.

Who should you contact?

After conversion.....

- To request a first-floor apartment for medical reasons?
- To request apartment modifications to accommodate a disability – for example: installation of grab bars, higher toilet seat, lower kitchen cabinets, lower sinks, etc.
- To register a pet or service animal?
- To get involved with my Resident Association?

Contact....

Your new Property Management Team



You will receive a packet from your new Property Manager with contact information.

How do I contact NYCHA as a Section 8 resident?

Three ways for you to connect....

CALL THE CUSTOMER CONTACT CENTER

Mon- Fri, 8am- 5pm
718-707-7771
TTY #: 212-306-4845

VISIT A WALK-IN CENTER

478 East Fordham Road
(1 Fordham Plaza), 2nd Floor
Bronx, NY 10458
Monday-Friday, 8am-5pm

LOG IN TO YOUR SELF- SERVICE PORTAL

Anytime:
<http://selfserve.nycha.info>

Submitting your annual income certification:

Visit <http://selfserve.nycha.info>

- You must complete your Annual Recertification every year
- Each year you will receive a notice from NYCHA's Leased Housing Department approximately 5 months before your annual recertification is due
 - If you need assistance in completing your online annual recertification, you can visit your property management office, and someone will be able to assist you.
 - Paper recertification packets are available as a reasonable accommodation. Requests for a reasonable accommodation can be made to the NYCHA Customer Contact Center (CCC) at (718) 707-7771.

Submitting your annual income certification:

Visit <http://selfserve.nycha.info>

- You should submit your annual recertification as soon as possible, but no later than the annual recertification due date on your notice
- You need to gather current income and asset information for all household members and report that information to NYCHA
- Additional information can be found on NYCHA's website:
<https://www1.nyc.gov/site/nycha/section-8/reporting-changes-income-family-comp.page>

Register for NYCHA's Section 8 Self-Service Portal

Visit <https://selfserve.nycha.info>



NYCHA Self-Service Portal

USERNAME

[Forgot Username](#)

PASSWORD

[Forgot Password](#)
[Reset Password](#)

LOGIN

REGISTER

NYCHA Self-Service Program & Initiatives

| | | | | |
|--|---|---|--|--|
|  <p>Public Housing If you are a NYCHA tenant or if you wish to apply for public housing, here is everything you need to know.</p> <p>LEARN MORE</p> |  <p>Section 8 This program provides assistance to eligible low and moderate-income families to rent housing in the private market.</p> <p>LEARN MORE</p> |  <p>Agency NYCHA partners with external agencies to provide decent and affordable housing in a safe, secure environment.</p> <p>LEARN MORE</p> |  <p>Opportunity Connect If you are a NYCHA Resident or Member and want to learn more about employment assistance, job training and other opportunities provided through REES, click here.</p> <p>LEARN MORE</p> |  <p>Applicants This online application will walk you through the information NYCHA needs to place you on the waiting list.</p> <p>LEARN MORE</p> |
|--|---|---|--|--|

If you have questions about how to register, call the Customer Contact Center:

718-707-7771

Register for NYCHA's Section 8 Self-Service Portal

What can I do in the Self-Service Portal?

- Confirm that all members of your household are listed as part of your Section 8 household.
- Notify NYCHA of a change in income, which may adjust your tenant share of rent.
- Submit your annual income recertification.
- Request a transfer or a Section 8 subsidy-related reasonable accommodation.
- Upload documents that are required by NYCHA.
- Request an inspection or view your inspection date and reschedule if necessary.

Register for NYCHA's Section 8 Self-Service Portal

Visit <http://selfserve.nycha.info>



NYCHA Self Service Portal



HOME



HELP



TRANSLATE



MENU

Hi _____ welcome back.

Use this portal to manage your NYCHA account, request a transfer, adjust your rent or adjust your income.

Your Section 8 Account

Your Case Number

Your Case Status

Rented

Head of Household

Manage Your Account

Register for NYCHA's Section 8 Self-Service Portal

Visit <http://selfserve.nycha.info>

NYCHA Self Service Portal

HOME HELP TRANSLATE MENU

Hi welcome back. What would you like to do with your NYCHA account today?

In this menu you can update your information, adjust your rent, or request services from NYCHA.

Your Case Information

Section 8 Account

| | |
|----------------------------------|----------------------------------|
| Head of Household | Voucher/Case Number |
| Voucher Status | Voucher Issue Date |
| Active | 3/18/2021 |
| Section 8 Admission Date | Voucher Unit Size |
| 1/29/2009 | 1 |
| Contract Rent \$ | NYCHA Share \$ |
| 1,367.00 | 1,039.00 |
| Tenant Share \$ | Last Annual Recertification Date |
| 328.00 | 9/1/2019 |
| Next Annual Recertification Date | Last Inspection Date |
| 9/1/2020 | 3/25/2021 |
| Last Inspection Result | Lease Start Date |
| Pass | 2/1/2009 |
| Lease End Date | |
| 7/29/2012 | |

Back to Home Page

Annual Recertification

Reasonable Accommodation

Section 8 Transfer

Rental/Transfer Voucher

Portability Transfer

Inspection

Interim Change

Submit a Service Request

Property Management

Lease Up Documents

Opportunity Connect

Briefing Video

Available Sec 8 Apts

Case Documents

| Form # | Document Name | Status | Full Name | View/Print Document |
|--------|----------------|---------------|-----------|-------------------------------|
| 059205 | Voucher Pay... | Pending Re... | | View Document |

1 - 1 of 1+

Register for NYCHA's Section 8 Self-Service Portal

Visit <http://selfserve.nycha.info>

Let us look at your Annual Recertifications.
This page shows your current and past Annual Recertifications.

Annual Recertification Id
1-

Status
● Current

Recertification Period

CONTINUE

← GO BACK

NYCHA Self Service Portal

- Home
- Case Details
- Annual Recertification
- Reasonable Accommodation
- Section 8 Transfer Request
- Rental/Transfer Voucher Status
- Portability Transfer Request
- Inspection
- Interim Change
- Service Requests
- Property Management
- Lease Up Documents
- Opportunity Connect
- Briefing Video

If you are experiencing loss or reduction in income due to COVID19 and would like to submit your Interim recertification request for rent reduction.

CLICK HERE

If you would like to initiate an Interim recertification request to

- Remove a Head or Co-Head
- Add a member
- Remove a member
- Report change in Assets, Expenses or Income

CLICK HERE TO CONTINUE WITH REGULAR INTERIM

Section 8 Services & Resources

Section 8 residents can still access these programs and resources through NYCHA's REES Office

The Family Self Sufficiency (FSS) Program

- Offers residents the ability to grow a savings account as the household's earned income increases.
- Residents can also access education, career counseling, job training and money management resources through the program.

Section 3 Job Opportunities

- PACT requires economic opportunities generated by the conversion to be directed to public housing residents through a federal program called Section 3.
- Contact your development partner for training and job opportunities associated with PACT
- Contact the REES office to learn about other Section 3 job opportunities

For more information about FSS
call 718-289-8100
or visit:
on.nyc.gov/FSS
or email:
nychafss@nycha.nyc.gov

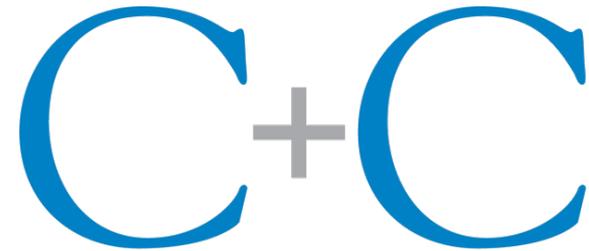
Introduction to Management

Introduction to the Management Team

C+C Apartment Management

will become the managing agent . A Welcome Packet with additional information will be distributed

C+C team members can be identified by ID cards and/or apparel featuring the logo to the right



Apartment Management LLC

Property Management Site Office

Permanent Location:

633 East 13th Street, New York, NY 10009

Office Hours

**Monday to Friday: 9:00AM
to 5:00PM**

Leasing and Occupancy

As part of the PACT conversion all residents must sign a new lease

- Residents will transition from Section 9 (public housing) to Section 8
- We are conducting outreach to residents that have not signed a new lease
- If you did not sign your lease, **you may contact us, Monday to Friday from 9AM to 5PM**
- Don't forget to bring a **valid photo ID**
- You can also **schedule an appointment to sign your lease** by calling **929-220-2704**. Home visits will be made for homebound residents or those with disabilities
- **Please note:** in order to convert to project-based Section 8, residents must sign the PACT Lease.

Leasing and Occupancy

- After PACT conversion, NYCHA's Leased Housing Department will still notify you when it is time for your annual recertification.
- Post-PACT Conversion, residents will complete and submit their annual recertifications to NYCHA's Leased Housing Department via their NYCHA Self-Service Portal account.
- C+C team members will be able to assist residents with the portal at our management office at 633 East 13th Street.
- When vacancies open up, new residents will be pulled from Campos Plaza II's site-based waiting list, which is still administered and maintained by NYCHA's Leased Housing Department.

Repairs

- Upon conversion starting January 2026, C+C Management will be responsible for conducting all repairs.
- This includes all outstanding work tickets: NYCHA will transfer all outstanding work orders over to C+C Management at the time of conversion.
- To submit a repair or maintenance request with us after conversion, you may contact us directly at:

◦ **CP2residentservices@ccmanagers.com, or**

Call (212) 348-3248 (subject to change once dedicated phone line is installed in Mgmt. Office)

- For emergency services during non-business hours such as a lack of heat, hot water, and/or flooding, residents can call (212) 348-3248

Rent Collection

Starting with your February 2026 rent, residents will be responsible for **PAYING THEIR RENT TO C+C APARTMENT MANAGEMENT.**

- Residents may send their **rental payments** via **check or money order to our PO Box** or by visiting the management office. (PO Box information will be included in your first rent bill)
- Resident may also pay their rent online through our payment provider, Aptexx by making a one-time or recurring payments with any major credit card or debit card or by e-check from a bank account
- For **questions regarding your rent bill**, residents can email **C2PCompliance@ccmanagers.com** or call (212) 348-3248 to connect with our team of Accounts Receivable coordinators at C+C's main office
- This information will be listed in our **Introduction Letter** and detailed instructions will be sent with your first rent bill. **You do not need to memorize it now.** Everyone will receive this letter the first day of conversion.

Rent Calculation and Certification

- **Your rent will stay the same** and will only be updated at your **next annual recertification** if you experience changes in gross household income. If your income does not change, your rent will not change.
- Residents may request an **interim recertification by contacting NYCHA**, if needed due to a loss of income or other life event.
- Under PACT, **the resident rent portion will remain as 30% of adjusted gross household income.**
- The only exceptions to this are households who are paying a flat rent. They will have their rents increased to 30% over a five-year phase-in period.
- Appliance surcharges will remain the same (Air conditioner not issued by management, Washing Machine, Freezer & Dishwasher). Residents will be charged for additional appliances other than the air conditioners, refrigerators and stoves we give them. The fee schedule will remain the same as NYCHA.

Question & Answer

We're truly excited to begin this next chapter of improvements at Campos Plaza II.

These upgrades will make your home more comfortable, safe, energy efficient,
and enjoyable for years to come.

Please reach out to us directly with any questions!

Campos Plaza II PACT Partners

Email: info@camposplaza2pact.com

Website: CamposPlaza2Pact.com

Phone: 646-561-0021

NYCHA

PACT Hotline: 212-306-4036

Email: PACT@nycha.nyc.gov

Website: bit.ly/NYCHA-PACT

For existing maintenance issues contact
NYCHA's

Customer Contact Center (CCC) at 718-707-
7771